

MEMORANDUM OF UNDERSTANDING
BETWEEN THE
CITY OF PHOENIX WORKFORCE INVESTMENT BOARD
AND THE
CITY OF PHOENIX HUMAN SERVICES DEPARTMENT

This Memorandum of Understanding (MOU) is between the City of Phoenix Workforce Investment Board, a municipal board, hereinafter referred to as "PWIB," and the City of Phoenix Human Services Department, hereinafter referred to as the "HSD."

Memorandum of Understanding Period: July 1, 2000, to June 30, 2001.

Service/Program/Activity to be performed: Provide employment, training, and supportive services to Phoenix Workforce Investment Network (WIN) One-Stop customers eligible for services.

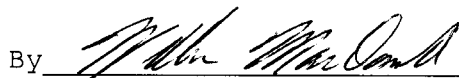
This document, consisting of Part A - General Provisions, Part B - Specific MOU Provisions, together with any amendments and modifications approved under these General Provisions, shall constitute the entire Memorandum of Understanding between the parties, and supersede all other understandings, oral or written except as contemplated by the Memorandum of Understanding.

FOR AND ON BEHALF OF THE CITY OF
PHOENIX HUMAN SERVICES DEPARTMENT:

By 
Gloria Hurtado
Human Services Director

4/11/00
Date

FOR AND ON BEHALF OF THE CITY OF
PHOENIX WORKFORCE INVESTMENT BOARD:

By 
William MacDonald
Chair, Phoenix Workforce
Investment Board

4/13/00
Date

PART A

GENERAL PROVISIONS

THIS MEMORANDUM OF UNDERSTANDING is hereby entered into by and between the CITY OF PHOENIX WORKFORCE INVESTMENT BOARD, hereinafter referred to as "PWIB," and the CITY OF PHOENIX HUMAN SERVICES DEPARTMENT, hereinafter referred to as the "HSD."

STATEMENT OF WORK/RESPONSIBILITIES

NOW THEREFORE, the parties hereby agree as follows:

A. PURPOSE

The purpose of this Memorandum of Understanding is to establish the roles and responsibilities of the Human Services Department and the Phoenix Workforce Investment Board.

B. THE PARTIES' RESPONSIBILITIES

1. Responsibilities of the Human Services Department - See Part B.
2. Responsibilities of the Phoenix Workforce Investment Board - See Part B.

C. TERM

The term of this Memorandum of Understanding shall commence on July 1, 2000, and shall end on June 30, 2001.

D. NONAPPROPRIATIONS

The parties recognize that the performance by either party hereunder may be dependent upon the appropriation of funds to or by that party. Should either party fail to be appropriated or to appropriate the necessary funds, that party may, by written notice to the other party, cancel this Memorandum of Understanding without further duty or obligation. Each party agrees to notify the other as soon as reasonably possible after the unavailability of said funds comes to the party's attention. The parties shall have sole responsibility for the operation of their respective programs; and shall have sole discretion to determine the availability and appropriation of their funds and resources.

E. AMENDMENTS

Amendments to this Memorandum of Understanding shall be in writing, signed by all parties to the Memorandum of Understanding. Formal amendments shall not be needed to notify parties of address changes, changes in position, titles, etc. Such information may be provided via correspondence between the parties.

PART B

**LOCAL WORKFORCE INVESTMENT AREA
MEMORANDUM OF UNDERSTANDING**

BETWEEN THE

CITY OF PHOENIX WORKFORCE INVESTMENT BOARD

AND THE

CITY OF PHOENIX HUMAN SERVICES DEPARTMENT

A. INTRODUCTION

This Memorandum of Understanding (MOU) is entered into with cooperation and collaboration by the Phoenix Workforce Investment Board, hereby referred to as the PWIB, and the City of Phoenix and its following programs:

1. WIA Title I Adults
2. WIA Title I Dislocated Workers

The purpose of this MOU is to establish an agreement between the aforementioned entities regarding their respective roles and responsibilities for the implementation of the provisions of Section 121 (c) (2) of Title I of the Workforce Investment Act (WIA) of 1998, USC 9201. This agreement describes the respective funding streams and resources that will be utilized to better serve mutual customers, including employers and clients seeking employment. This program will be conducted through an integrated system of service delivery, hereby referred to as the Phoenix Workforce Information Network (PWIN). It is understood that the development and implementation of this system requires mutual trust and teamwork between the agency partners, working together to accomplish the following common and shared goals:

- To build a workforce development system that will substantially improve the employment skills of the customer. This will benefit employers and the economic development of the Local Workforce Investment Area.
- To eliminate unwarranted duplication of services, reduce administrative costs, and enhance the participation and performance of customers served through the system.
- To establish guidelines for creating and maintaining cooperative working relationships. This will be facilitated through joint planning and evaluation services, and the development and utilization of more efficient and effective management, financial, and human resources.

B. STRATEGIC VISION FOR THE PWIN ONE-STOP DELIVERY SYSTEM

The purpose of the PWIN is to advance the economic well being of the local workforce investment area by developing and maintaining a quality workforce, and by serving as the focal point for all local and regional workforce investment initiatives. This will be achieved through the delivery of an integrated, high quality and customer oriented array of services. The services will provide workforce investment, education, and economic development benefits to employment seekers, incumbent workers, and employers.

There will be universal access to core services without eligibility requirements. Core services include general outreach, intake, orientation, initial assessment, the provision of unemployment insurance claim information, job search, job placement, information, labor market information, referral for services, eligibility determination, and follow-up counseling.

Universal Access/Customer Choice - All customers (individuals and businesses) will have equal access to the information, services, and lifelong learning opportunities that are provided by the Partners of the integrated, results-oriented One-Stop Delivery System.

Universal Eligibility - All customers, including those with special needs and barriers to employment, will have access to a Core set of services at each One-Stop Center. The Core services are designed to provide information and assist customers with making career decisions through the use of Labor Market Information, agency staff and resources, and other available services.

All customers may explore work preparation and career skills materials. Customers may have access to information on a wide range of occupational training and educational programs in order to enhance their employment opportunities. Customers will be encouraged to take advantage of employment opportunities and job development services that are available through the One-Stop Centers.

C. ONE-STOP PERFORMANCE REQUIREMENTS, GOALS, AND ASSURANCES

Accountability must drive the workforce investment system towards the system's goals. Therefore, the following goals are defined regarding the specific accountability elements in each area in the One-Stop delivery system.

1. Goals/Performance Measurement Design

Customer Satisfaction

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the employers and workforce development participants are highly satisfied with workforce development services.

Cost Effectiveness

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the Workforce Development System continually seeks to maximize the use of available resources in a cost-effective and efficient manner.

Development of High Performance Workplaces

The accountability system should measure the success of the One-Stop Delivery System in ensuring that employers are provided with effective support in the development of high performance work organizations that maximize the skills and potential of a diverse workplace.

Self-Sufficiency and Welfare Reduction

The accountability system should measure the success of the One-Stop Delivery System in reducing the number of individuals who are dependent on public financial assistance by assisting them in obtaining stable employment and earning a livable wage.

Linkage Enhancement Between Workforce Investment Services and Business Needs

The accountability system should measure the success of the One-Stop Delivery System in ensuring that the delivery of services responds to the workforce investment needs of business.

Universality and Customer Choice

The accountability system should measure the success of the One-Stop Delivery System in ensuring the implementation of an integrated, results-oriented workforce development system that is based on the needs of all customer groups and ensures individuals and businesses equity of access to information, services, and lifelong learning opportunities.

Attainment of Knowledge/Skills Needed in the Workplace

The accountability system should measure the success of the One-Stop Delivery System in assisting individuals in gaining the academic, occupational, and workplace knowledge and skills that are required for educational advancement or continued success in meeting the changing demands of the workplace.

Employment

The accountability system should measure the success of the One-Stop Delivery System in assisting individuals in entering, retaining, or upgrading jobs.

2. Each Partner agrees to the following assurances:

- a. All partners in the One-Stop Delivery System will adhere to agreed upon reporting schedules.
- b. All partners in the One-Stop Delivery System will provide agreed upon performance data.
- c. All partners in the One-Stop Delivery System will provide data in an agreed upon format.

- d. All partners in the One-Stop Delivery System agree to work toward the development of common performance goals and measures that will be in alignment with the stated goals of the workforce investment system.

D. SERVICES TO BE PROVIDED BY THE CITY OF PHOENIX HUMAN SERVICES DEPARTMENT THROUGH THE PWIN ONE-STOP DELIVERY SYSTEM

The City of Phoenix Human Services Department will provide and deliver Core, Intensive, Training, and Other services to customers of the One-Stop System. The provision and delivery of such services will be done in accordance with the specifications in Section 121 (c) (2) of Title I of the Workforce Investment Act (WIA) of 1998, USC 9201.

E. SERVICES TO BE PROVIDED BY THE CITY OF PHOENIX HUMAN SERVICES DEPARTMENT THROUGH THE PWIN ONE-STOP DELIVERY SYSTEM

1. The City of Phoenix Human Services Department will provide Core, Intensive, and Training services in the PWIN One-Stop System. Core services will be available to individuals who are adults or dislocated workers through the One-Stop delivery system. At a minimum, the City will provide the following Core services:
 - a. Determinations of whether the individuals are eligible to receive assistance under this subtitle;
 - b. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
 - c. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
 - d. Job search and placement assistance, and where appropriate, career counseling;
 - e. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas;
 - f. Job vacancy listings in such labor market areas; information on job skills necessary to obtain the jobs described in clause; and information relating to local occupations in demand and the earnings and skill requirements for such occupations;
 - g. Follow-up and counseling services.
2. The City of Phoenix will provide Intensive services in the PWIN One-Stop System. Intensive services include comprehensive and specialized assessments of the skill levels and the service needs of adults and dislocated workers. Specifically, Intensive services include:
 - a. Diagnostic testing and use of other assessment tools;
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
 - c. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;

- d. Group counseling and/or Individual counseling and career planning;
 - e. Case management for participants seeking training services;
 - f. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
3. Training services will be provided by the City of Phoenix in the PWIN One-Stop System. Training funds shall be used to provide training services to adults and dislocated workers based on the following requirements:
- a. Individuals who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through intensive services;
 - b. Individuals who have received an interview, evaluation, or assessment, and case management; and have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
 - c. Individuals must select programs of training services that are directly linked to the employment opportunities that are demand occupations in the labor market area;
 - d. Individuals who are determined to be eligible in accordance with the priority system, if applicable;

The provision of training services shall be limited to individuals who are unable to obtain other grant assistance for such services, including Federal Pell Grants; or require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.

Training services shall be provided through training providers identified and approved by the State Department of Education and the Phoenix WIB. Training services may include:

- a. Occupational skills training, including training for nontraditional employment;
- b. On-the-job training;
- c. Training programs that combine workplace training with related instruction, which may include cooperative education programs;
- d. Training programs operated by the private sector;
- e. Skill upgrading and retraining;
- f. Entrepreneurial training;
- g. Job readiness training;
- h. Adult education and literacy activities provided in combination with services described in any of the areas in a. through g., and;

- i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Consumer choice requirements - Training services shall be provided in a manner that maximizes consumer choice in the selection of an eligible training provider, based on the availability of funds.

4. The City of Phoenix will utilize the following methods for service delivery:
 - One-on-one and electronically.
5. The City of Phoenix will utilize the following sites for the provision of One-Stop core, intensive, and training services:

Comprehensive Site:

- DES - 9801 N. 7th Street, Phoenix, AZ 85021
Phone: 602-861-0208, Fax: 602-678-1865

Affiliated Sites:

- DES - 3406 N. 51st Avenue, Phoenix, AZ 85031
Phone: 623-247-3304, Fax: 623-247-6435
- DES - 4635 S. Central Avenue, Phoenix, AZ 85040
Phone: 602-276-5587, Fax: 602-268-3594
- COP/HSD - 4732 S. Central Avenue, Phoenix, AZ 85040
Phone: 602-534-4732, Fax: 602-534-2785

Satellite Sites: As determined through the Request for Proposal (RFP) process.

Electronic Sites:

- Web Site Address: <http://www.ci.phoenix.az.us/>
- E-mail Address: None at this time.

F. SHARED FUNDING OF SERVICES

1. The resources that the City of Phoenix HSD will provide to the City Of Phoenix One-Stop System are:

DES Job Service Office- 9801 N. 7th St, Phoenix, Arizona

- Funding - \$529,760; Staff - 9; Equipment - 2 Copiers, 2 fax machines, 9 PC Work Stations, including printers; 13 Modular Offices for staff and partner staff, including reception desks.

DES Job Service Office- 3406 N. 51st Ave, Phoenix, Arizona

- Funding - \$353,363; Staff - 6; Equipment - 1 Copiers, 1 fax machine, 6 PC Work Stations, including printers; 10

Modular Offices for staff and partner staff, including reception desks.

City of Phoenix Travis Williams Family Services Center
4732 S. Central Avenue, Phoenix, Arizona:

- Funding - \$152,340; Staffing - 3; Space - 1 Administrative Office, 5 Modular Offices, 1 Reception desk, 1 Resource Library; 1 copier, 1 laser jet printer, 1 fax machine.

Satellite Sites, Up to five (5) satellite sites:

- Funding for 5 COP staff and operational costs - \$257,747; Equipment - 5 PC Workstations for staff; Purchase of Two Additional PC Work Stations for partner staff per site, up to 5 sites (cost to be determined). Additional funding for satellite operations will be conducted through a Request for Proposal (RFP) process.

2. The estimated values of the services to be provided are:

- City of Phoenix Operations, including Program Set asides, - \$2,099,984.
- Satellite Operations, which will be funded through the RFP process. This is for the provision of Adult and Dislocated Worker Intensive Services, and Youth Services - \$2,506,455.

3. The funding resources used to cover the cost of the Core services to be provided are:

- The Title I Workforce Investment Act Grant

4. The funding resources that the City will use to leverage the costs for the One-Stop system are:

- Welfare to Work Funds, including Competitive Grant and formula funds, and High Performance Learning Project funds.
- Community Service Block Grant (CSBG)
- General Purpose Funds

G. SYSTEMATIC REFERRAL PROCESS

It is agreed that the One-Stop Delivery System partners of this signed MOU will conduct referral for services in the following manner All customers requesting One-Stop services will:

1. Be provided referrals at the point of contact to the most appropriate program, in writing or by telephone, based on the customer profile and the services requested.
2. Receive a written referral form with the date, time, and place of the appointment.
3. Receive an appointment that will be scheduled within three working days.

4. Be contacted (follow-up) within two working days by the individual who made the scheduled appointment date.

H. ONE-STOP DELIVERY SYSTEM PERFORMANCE CRITERIA

It is agreed that the One-Stop Delivery System will strive to achieve the following standard of quality service for its customers, employees, and partners.

All customers will receive:

1. Prompt and courteous service from staff.
2. The service(s) designed to assist them in achieving their educational and/or job placement goals.

All employees can expect:

1. To work in a safe and professional environment.
2. To receive the best tools to achieve the desired outcome for their customers.
3. To be fairly compensated for their services.

All partners will:

1. Deliver high quality services through the Phoenix WIN One-Stop System to ensure that customers are given the optimum in customer choice and customer satisfaction.
2. Place a minimum of 70% of their customers in jobs with family sustaining wages.
3. Place and retain customers in jobs for a minimum of 180 days. [Sec. 136(b)(2)(A)]

I. GOVERNANCE OF THE PWIN ONE-STOP DELIVERY SYSTEM

The ultimate accountability and responsibility for the Phoenix WIN One-Stop System organizational processes, services, and accomplishments will rest with the Local Elected Official, the PWIB, and the One-Stop Operator.

J. RESPONSIBLE PARTIES FOR MOU OPERATIONS

The name, title, telephone number, fax number, and e-mail address of the person authorized to conduct and carry out the operational elements of the MOU on behalf of the City of Phoenix, Human Services Department, Title I - WIA Programs are:

- Name: Jack E. Lujan
- Title: One-Stop Coordinator/Employment & Training Supervisor
- Telephone: 602-534-0540
- Fax Number: 602-534-3915
- E-mail Address: jlujan@ci.phoenix.az.us

The name, title, telephone number, fax number, and e-mail address of the person authorized to conduct and carry out the operational elements of the MOU on behalf of the City of Phoenix, Human

Services Department, Welfare to Work Programs are:

- Name: Yolanda Carrothers
- Title: Welfare-to-Work Coordinator
- Telephone: 602-262-4036
- Fax Number: 602-534-3915
- E-mail Address: ycarrothers@ci.phoenix.az.us

K. DURATION AND MODIFICATION OF THE MOU

The City of Phoenix agrees that the terms of this MOU will take effect as of July 1, 2000, and will continue in effect until June 30, 2001, subject to earlier termination, or such time that any partner requests to modify, extend, or amend this MOU.

Either partner to the MOU may request modification of its terms through a thirty (30) day written notice. Ratification of the request by all partners to the MOU will constitute the modification in question.

L. SIGNATORY REQUIREMENTS

The name and title of the person authorized to sign this MOU on behalf of the City of Phoenix, Human Services Department are:

- Name: Gloria Hurtado
- Title: Human Services Director

The name and title of the person authorized to sign the MOU on behalf of the City of Phoenix Workforce Investment Board are:

- Name: William MacDonald
- Title: Chair, Phoenix Workforce Investment Board

M. MUTUAL INTENT TO CONTINUE REFINING THE MOU

Both parties understand that at the initial signing of this MOU, the document may not be as comprehensive as preferred. If this is the case, both parties mutually agree that they will continue to refine this MOU with the objective of reaching a final document that is fully acceptable to both parties by June 30, 2000.